DTS Technology Brief
A Practical Technology Application Overview

The Office of
The Chief Technology Officer
Department of Technology Services
State of Utah

Prepared by

Robert Woolley
Chief Technologist
and Strategic Planner

INFORMATION TECHNOLOGY RESEARCH RESOURCES

Introduction

The Web offers a rich array of resources for identifying and locating Information Technology (IT) research, white papers, and standards, as well as a wide array of people with expertise in key technology areas. In cooperation with Google, DTS has developed a Google Custom Search Engine (CSE) for IT Research. This IT Research CSE will be available on the DTS Web site. Fee based providers also grant search access to their respective report libraries.

Current Contracts for Fee Based Services

· **Aberdeen Group** (http://www.aberdeen.com/channel/tech.asp)
Aberdeen provides fact-based research focused on the global technology-driven value chain. Aberdeen reports have a strong focus on measurable results being delivered by technology in business. They offer in-depth research reports, advisories, and consulting services in areas of excellence. The current contract only provides access to research reports.

· **Forrester Research** (http://www.forrester.com)
Forrester is a technology and market research company that provides advice about technology's impact on business and consumers. Forrester focuses on the business implications of technology change through its research, consulting, events, and peer-to-peer executive programs. Telephone consulting services are also available upon request in a variety of areas, using the existing State contract.

· **InfoTech** (http://www.infotech.com)
InfoTech provides a research service designed for IT professionals that emphasizes research on the tactical and operational side of IT. Another related service is the McLean Report which is a strategically focused IT research service that addresses the gap between implementing IT solutions and using those solutions to drive business results. Telephone consulting services are also available upon request in a variety of areas using the existing State contract.
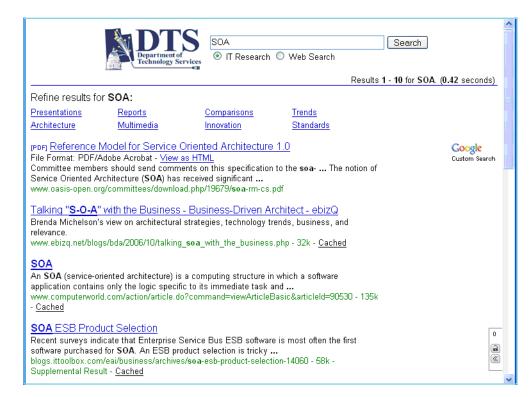
Research Requests

Many reports from other major consulting groups, such as Gartner, Burton, IDC, the Yankee Group, etc., are often available at no charge through other channels.

Research requests will generally receive a response within one to two business days. Requests may be either for specified reports identified in the IT Research CSE, or for assistance with research on a specified topic. Telephone consultation services with analysts from Forrester and InfoTech may also be scheduled upon request. The CTO office also provides comprehensive research analysis reports upon requests approved by the CTO.

If an agency needs a report from fee based research providers they should direct their requests to:

Robert Woolley
(bwoolley@utah.gov)
or
Frank Stehno
(fstehno@utah.gov)

Other Free Services

The Google CSE currently includes nearly 100 sites that focus on IT research, white papers, presentations, trends, and breaking news. The CSE includes both fee based and free sites. Most of this information is available at no charge, but logging in is often required. Finding this information is possible by conducting a general search through a variety of search engines, but is more efficient with the IT Research CSE, located on the DTS Web site under Technology Research and Inovation, in the IT Research Services and CSE section. and illustrated in Figure 1.

*Figure 1
IT Research CSE*

The IT Research CSE includes all other major fee based research sites, and other significant sources of information for IT research. All major IT news sites are included in the CSE. Searches in the CSE may be refined by selecting any of the following refinement areas which provide focused searching based upon criteria established for the CSE. Refinements for any user specified search topic include:

- · **Architecture**—References to architecture documents and reports.
- · **Comparisons**—Information comparing products and services.
- · **Innovation**—References to pages that discuss innovation for specified areas.
- · **Multimedia**—References to Podcasts, Webcasts, and similar materials.
- · **Presentations**—Access to PowerPoint and other related presentations.
- · **Reports**—Access to PDFs and word processing document report formats.
- · **Standards**—References to available standards information.
- · **Trends**—Articles and other types of reports that look at current trends.

The IT Research CSE searches the Web first for the sites specified and secondarily for all other Web resources. Some sites, such as Forrester, InfoTech, and Aberdeen, are prioritized so relevant reports from these vendors appear on a prioritized basis with all search results.

Agencies are welcome to submit suggestions for other sites to be included in the CSE list of included sites. Suggestions for additional pre-defined refinements are also welcome.